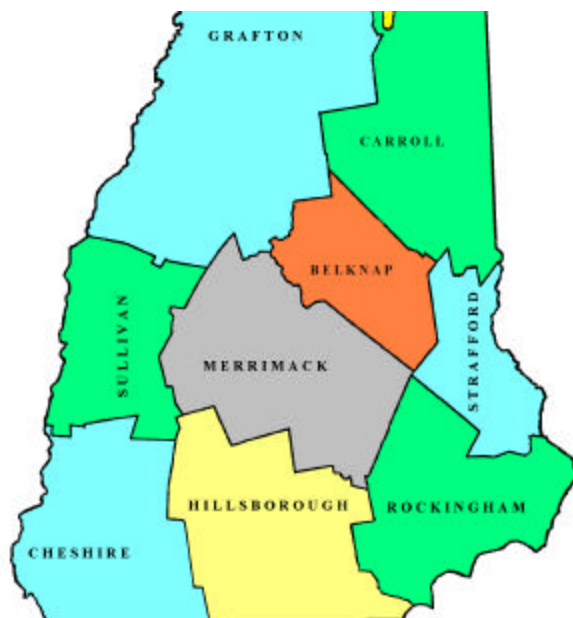


Homeless in New Hampshire



Emergency Shelter and Homeless Coordination Commission Annual Report July 2003—June 2004



**New Hampshire Department of Health and Human Services
Bureau of Behavioral Health, Office of Homeless and Housing Services**

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Stories and photos appearing in this report are courtesy of Laurie Jewett from Southwestern Community Services, Justine Shea from Rockingham Community Action, Kurt Crear from The Way Home, and Bill Guinther.

Special thanks to: Bill Guinther from New Hampshire Housing Finance Authority and Lynda Thistle-Elliott from New Hampshire Department of Education.

This report was edited and designed by Kristina Riera, Robert Sparks and Martha Young, Office of Homeless and Housing Services.

Letter from the Chair

Dear Friends,

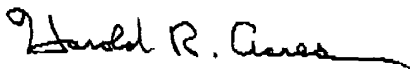
On behalf of New Hampshire's Emergency Shelter and Homeless Coordination Commission, it is my privilege to present this Annual Report for State Fiscal Year 2004, which ended June 30th. The information included in this report is based only on data provided by state-funded homeless service providers and, consequently, does not fully capture the size and scope of this social tragedy.

In State Fiscal Year 2004, the number of homeless and those at imminent risk continued to rise due to the persistent shortage of affordable housing. On a daily basis, homeless service providers experienced the problems of straining capacity and staffing resources to deal with the ever-increasing demand of the homeless population. There is still a constant need for services. The Commission respects and commends the work of these providers as they continue to face the challenges of this vulnerable population.

The New Hampshire Department of Education continues to document an upward trend in the number of school children who identify themselves as homeless. The one-day count for school year 2003/2004 identified 933 homeless children and youth enrolled on that day. All government-supported emergency shelters in New Hampshire have been operating at or near capacity since November of 2001. Beginning in May, 2003, the NH Homeless Hotline emergency shelter program has seen a steady increase in providing emergency shelter. It is apparent that New Hampshire needs to place a significant emphasis on more affordable housing. Until this happens, our system will continue to see greater demands for services.

Our sincere thanks to Governor Craig Benson, members of the Executive Council and General Court, and the citizens of New Hampshire, who have not forgotten those touched by the tragedy of homelessness.

Sincerely,



Harold R. Acres

Chair

Emergency Shelter and Homeless Coordination Commission

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Executive Summary

This Emergency Shelter and Homeless Coordination Commission Report for State Fiscal Year 2004 (SFY '04), July 1, 2003 through June 30, 2004, includes information on homeless programs administered by the New Hampshire Department of Health and Human Services, Bureau of Behavioral Health, Office of Homeless and Housing Services (OHHS). All homeless activities undertaken by the State are accomplished through contracts to nonprofit providers statewide with guidance from the Emergency Shelter and Homeless Coordination Commission. Funding for state-supported homeless activities is provided by the State of New Hampshire, the US Department of Housing and Urban Development (HUD), and the US Department of Health and Human Services.

Population and Median Family Income (MFI) continued to rise in SFY '04, as did New Hampshire's emergency shelter activities, driven by the State's persistent shortage of affordable housing. This shortage is indicated in certain ways. First, a statewide rental vacancy rate for two-bedroom apartments is at a statistically negligible rate of less than 2% (equivalent to "no vacancy") and median statewide two-bedroom gross rental costs that rose 4.9% to \$978. This median has risen by more than a third in the last five years. Significantly, in 2004, only 13.4% of the State's two-bedroom apartments were affordable to very low and extremely low-income households, according to the New Hampshire Housing Finance Authority Annual Rental Survey. This figure has remained stable over the last few years. At the very bottom, we have 10% of the population trying to fit into 0.5% of the market rate rental housing. Second, in 2003, the last year with complete data, the median purchase price paid for homes increased 13.2% from \$189,900 to \$215,000. By the end of the fiscal year, when the median price of a new home was \$272,000, there had been more than a 100% increase since 1997.

People sheltered for the first time in their lives climbed to 41.9% of all people sheltered.

New Hampshire's continuing housing squeeze has resulted in significantly higher demand on its homeless shelters and services in SFY '04. Further, the number of clients assisted by the state-funded New Hampshire Hotline is an astonishing 2½ times what it was just two years ago. Additionally, the number of bed nights provided (*i.e.*, one person sheltered one night) rose another 10% to 331,739 and the average length of stay rose 8% from 45.9 to 49.7 nights, in spite of the actual number served rising to 6,672. These figures clearly show that New Hampshire's homeless services are far from adequate.

Eight permanent housing programs for New Hampshire homeless persons with disabilities were funded through the HUD-funded Special Needs Assistance Programs. Seven of these programs served persons with serious mental illness and one program housed those with Acquired Brain Disorder, collectively assisting 106 homeless persons with disabilities in SFY '04. Nine transitional housing programs for New Hampshire were also funded through the HUD-funded Special Needs Assistance Programs. Housing Opportunities for People With AIDS (HOPWA) programs assisted 301 individuals infected with HIV/AIDS during the last reporting year, plus 227 family members or partners of those infected. The Homeless Outreach Intervention Prevention (HOIP) served 4,383 people. Finally, the State's Housing Security Guarantee Program issued 818 security deposit loan certificates in SFY '04, up 9% from the prior year, and the Rental Guarantee Program issued 23 grants. ❖

New Hampshire Homelessness, 2004

Approaching the growing challenge of homelessness in our state, it is important to consider the factors contributing to this trend. Many of these factors have continued from previous years, and continue to dominate as major factors this past year.

New Hampshire continues to rank highest in New England with a population growth of nearly 4% from 2000 to 2003, 64% more than runner-up Rhode Island (chart 1). New Hampshire continues to lack affordable housing for its least privileged population. Construction of homes in our state, especially multi-family homes which tend to be more affordable, continues to fall behind the influx of new residents. New Hampshire Housing Finance Authority (NHHFA) data indicate that through the last half of the 1990's, and through 2003, the rate of job growth continues to exceed construction which drives up rental costs and the purchase price of previously owned homes (chart 2).

Of the 75,205 permits for new housing issued in the state from 1990 through 2002 (the last year with available data), 87% were for single-family conventional or modular homes, with less than 14% being multi-family homes. Rental housing continues to be in high demand, according to the NHHFA, resulting in a 5% increase in statewide gross rental costs to a median of \$978 a month for a two-bedroom unit in 2004. In the last six years, five counties saw increases of over 30% for 2-bedroom median gross rent.

Across the state in 2004, the NHHFA found monthly median two-bedroom gross rental costs ranging from \$1,046 in Rockingham County to \$500 in Coos County. The affordability of housing for New Hampshire's typical worker remains a serious concern as in previous years.

For New Hampshire employees earning \$5.15 per hour (minimum wage), they can only afford a monthly rent of \$268 (per HUD guidelines). At \$6 per hour (the starting wage for many jobs), they can only afford \$312, which is still much less than the median rent in Coos County.

In 2004, NHHFA found that only one half of one percent of the State's two-bedroom apartments were affordable to those with extremely low incomes, defined for 2004 as \$18,360, or 30% of the HUD statewide MFI adjusted for a three-person household. Remember that the minimum wage equates to only \$10,712 per year, more than a third less than the "extremely low income" rate. At less than \$30,600, or 50% of the three-person statewide MFI, many individuals in New Hampshire's 2004 rental housing market cannot afford available housing. Additionally, they may end up homeless unless they are doubling up with friends or relatives, or using subsidized housing. In addition, they are virtually assured of becoming homeless in the event they are forced to seek different housing in the current New Hampshire market. The picture of homelessness in our state continued to worsen in SFY '04, while state-funded emergency and transitional shelter capacity remained the same from the previous fiscal year (charts 3, 4, 5, 6 and 7).

During a winter characterized by a number of extremely cold days, persons who were sheltered consumed 331,739 bed nights (one person sheltered for one night), an increase of over 10% from the previous year (chart 8). Their length of stay went from 45.9 bed nights the previous year to 49.72 (chart 9), in spite of actual clients increasing from 6,553 in SFY '03 to 6,672 (chart 10). This number represents clients who were unable to leave the shelter, as the majority of shelter space has been full since November of 2001, and there is no affordable housing for them to move to. They also represent people who are on waiting lists for Section 8 vouchers, rehabilitation and other facilities.

Demographically, the State assisted homeless population in SFY '04 continued to appear middle-aged or younger (chart 11). Only one in 10 was older than 50. Two out of three were aged 18 through 50, and one in four was younger than 18.

The NH Department of Education documents an upward trend in the number of school children who identify themselves as homeless (chart 12).

The 2003-2004 New Hampshire schools survey identified an increase of 8.6% from 2002-2003, nearly three times the number in 1996. This figure is very conservative because many will not admit that they are homeless. Even though they are housed for a week, or only a night, they do not consider themselves homeless. Additionally, only 95% of NH public school districts (which have a total of 203,702 students) reported this year. These numbers do not include any students in private schools in the state, which have 23,828 students.

Our shelter providers had 623 school age children for the entire year, while the NH Department of Education counted 933 school children willing to admit to being homeless in a sample of public schools on one day. School age children were under 10% of the shelter population.

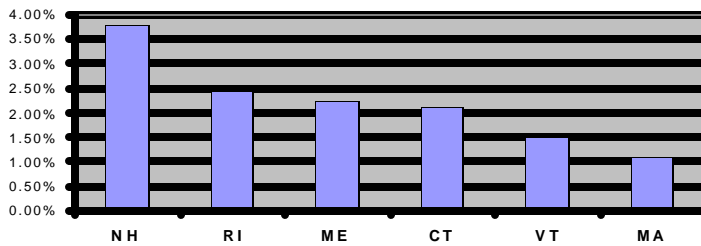
New Hampshire Homeless Hotline, which is funded by OHHS, confirms that 4,317 homeless clients were served in SFY '04, which represents more than 2½ times SFY '01 (chart 13). Homeless Hotline data also provide valuable insight into the evolving reasons why people are homeless in New Hampshire (chart 14). In descending order, the top five reasons indicated by homeless callers in the past two years were: eviction; previously living with others; unaffordable housing; domestic violence; and lack of a job.

The statistics in this report continue to demonstrate that many of New Hampshire citizens continue to face a number of significant challenges which when combined place them at risk for homelessness. For example, on an average night in SFY '03, 825 residents found themselves homeless and received shelter within the state-funded emergency shelter provider system. This number increased to 906 in SFY '04, not counting the hundreds of others housed by local welfare, churches, charities, friends and family. Many others were also homeless each night, but were too late to find a bed or even a warm space on a floor, and had to be housed in local motels or made the difficult decision to remain unsheltered. ❖

Patrick C. Herlihy, Director

Office of Homeless and Housing Services

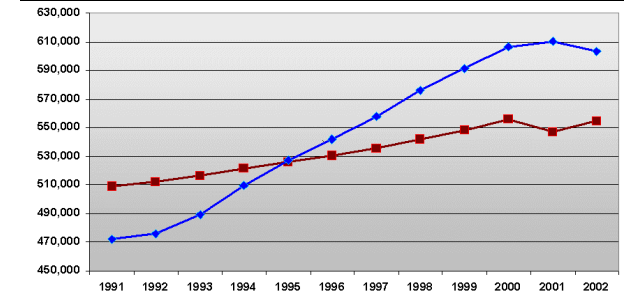
New England pop. growth, 2000-2003



Source: U.S. Census Bureau

Chart 1

NH employment vs. housing

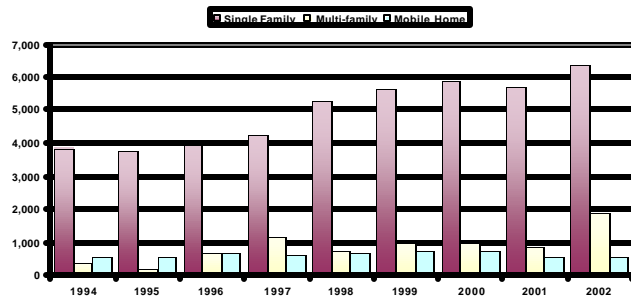


Note: 2000 Total Housing Units Corrected with US Census

Source: NH Housing Finance Authority

Chart 2

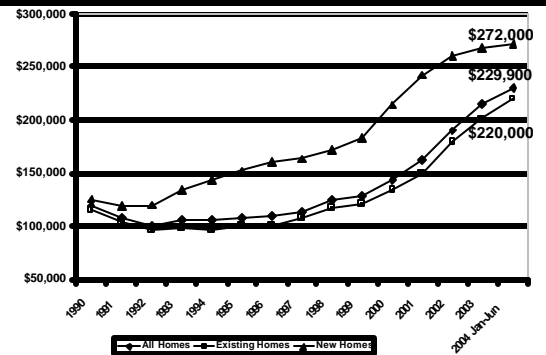
NH housing permits issued



Source: NH Office of State Planning

Chart 3

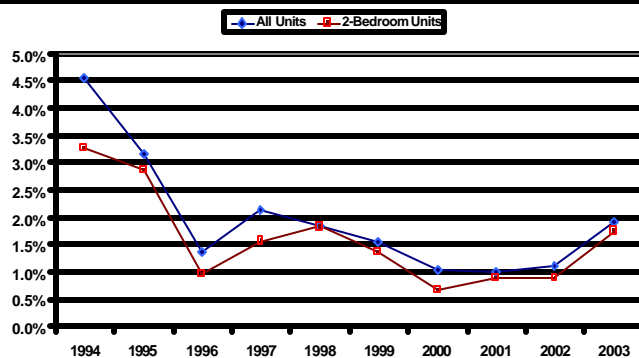
Median price of Primary Homes in NH



Source: NH Housing Finance Authority

Chart 4

NH rental vacancy rates

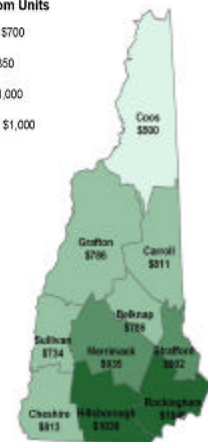


Source: NH Housing Finance Authority

Chart 5

2004 Monthly Median Gross Rental Cost

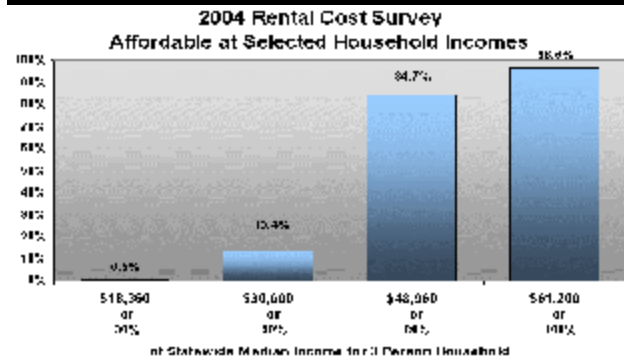
For 2-Bedroom Units



Source: NH Housing Finance Authority

Chart 6

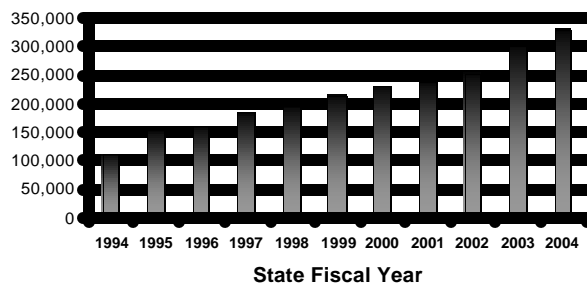
Percent of 2-Bedroom Units



Source: NH Housing Finance Authority

Chart 7

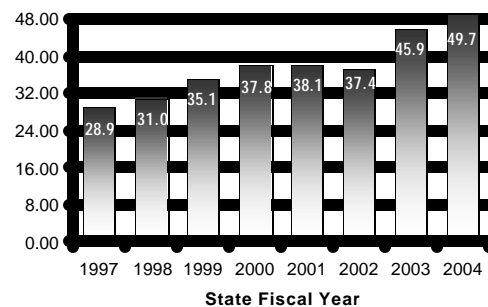
Shelter bednights provided



Source: NH Office of Homeless & Housing Services

Chart 8

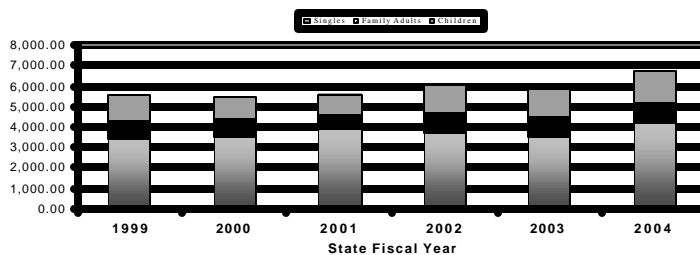
Average length of stay



Source: NH Office of Homeless & Housing Services

Chart 9

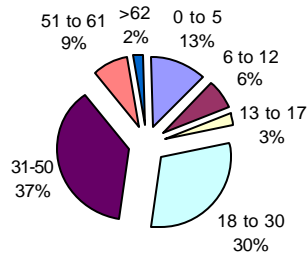
Total people sheltered



Source: NH Office of Homeless & Housing Services

Chart 10

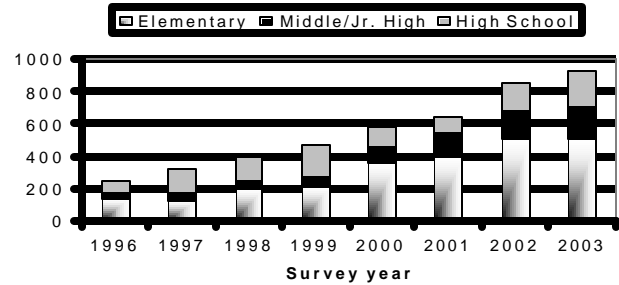
Age of clients sheltered, SFY 2004



Source: NH Office of Homeless & Housing Services

Chart 11

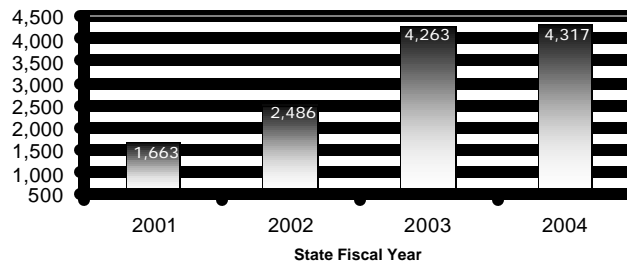
Homeless NH school children



Source: NH Department of Education

Chart 12

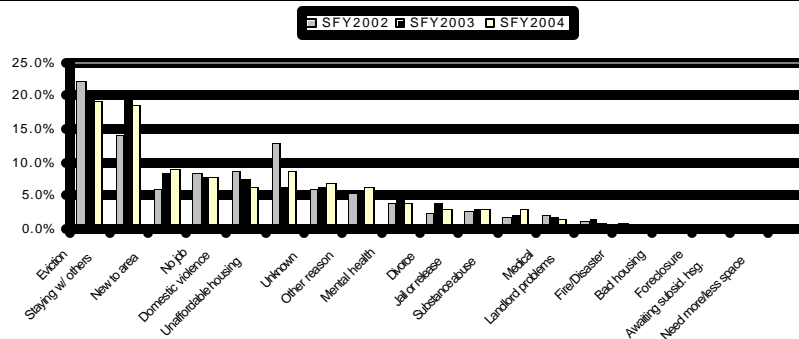
Clients served by NH Homeless Hotline



Source: NH Homeless Hotline

Chart 13

Reasons for NH homelessness



Source: NH Homeless Hotline

Chart 14

I. Homeless Shelter Services

The State of New Hampshire, Bureau of Behavioral Health provided funding to 40 programs in SFY '04. Shelter services were funded in the following categories:

PROGRAM TYPE	NO. OF SHELTERS
Domestic Violence Shelters	12
Emergency Shelters	13
Transitional Shelters	10
Specialty Shelters	4
Winter Emergency Shelters (WES)	1
TOTAL	40

In SFY '04, these state-funded homeless shelter providers gave temporary housing to 6,672 persons, up 14% from SFY '03. Of those sheltered, 4,186 were single adults, 1,002 were adults in families with 1,484 children, and 62 adults were in families without children. A reported 1,582 persons sheltered had a diagnosed mental illness, 2,315 experienced substance abuse (chemical or alcohol) problems, 769 were dual-diagnosed with mental illness and substance abuse, 620 were victims of domestic violence, 15 reported HIV/AIDS, and 296 were veterans. The number of bed nights provided (*i.e.*, one person sheltered one night) rose 10% to 331,739, and the average length of stay increased from 45.9 to 49.7 days in SFY '04. (See charts 9 and 10). The following table summarizes the recent trend of demand for state-funded emergency shelter services:

	SFY '98	SFY '99	SFY '00	SFY '01	SFY '02	SFY '03	SFY '04
Total persons sheltered:	6,373	6,159	6,157	6,272	6,805	6,553	6,672
Total bed nights provided:	197,525	216,622	232,771	238,892	254,290	301,035	331,739
Average length of stay:	31 days	35 days	37.8 days	38.1 days	37.4	45.9 days	49.72
Shelter capacity turnaways:	8,523	8,738	8,919†	9,122†	13,548	13,529	9,915

†Believed significantly underreported. See Emergency Shelters narrative (Section I-B) for details.

Shelters receive state funding to promote part of a local Continuum of Care. The Continuum of Care is established to provide efficient access to critical community-based services such as employment, medical, educational, mental health and substance abuse counseling, housing and other services that facilitate an individual or family's ability to attain and maintain a stable living environment.❖

A. Domestic Violence Shelters

Through a contract with the New Hampshire Coalition Against Domestic and Sexual Violence, the State of New Hampshire, Bureau of Behavioral Health provided funding to 12 Domestic Violence Shelters in SFY '04. Homeless victims of domestic violence, predominately women and children, receive emergency and transitional shelter and critical support services through these shelters.

The State-supported Domestic Violence Programs also provide food, clothing, linkages with mainstream services as appropriate, and a safe and confidential environment for victims of domestic violence.

A list of **Domestic Violence Shelters** funded by the State of New Hampshire is provided in Appendix C.

B. Emergency Shelters

The State of New Hampshire, Bureau of Behavioral Health provided funding to 11 providers for 14 emergency shelters, and 1 winter emergency shelter in SFY '04. These shelters provide safe, temporary living accommodations for homeless men, women, and families. There was a net increase of less than 1% in bed capacity over the year, and a 10% rise in the number of bed nights provided (*i.e.*, one person sheltered for one night) in SFY '04 to 331,739. The average length of a temporary (emergency or transitional) shelter stay increased 8% to 49.7 days. The number of people receiving temporary housing (emergency or transitional) from these shelters in the past year increased 2% from 6,553 persons in SFY '03 to 6,672 (adjusted for unduplicated counts).

State-funded shelters reported 9,915 turnaways due to full capacity. Rather than turn desperate individuals and families away, many shelter providers adopt improvised sleeping arrangements and operate consistently above funded capacity. Eight state-funded shelter providers operated year round at an *average* of 100% or more of official capacity in SFY '04. Based on capacity reports, the OHHS calculates that on peak nights in SFY '04, well over 1,000 homeless persons were sheltered only within the state-funded shelter system. On an average night, 906 people were sheltered.

The number of homeless individuals seeking first-time assistance from the State-funded emergency and transitional shelter providers rose in the past year from 2,701 to 2,797, nearly 42% of all those sheltered. This statistic suggests that homelessness in New Hampshire is not confined to a chronically homeless core group, but continues to spread into new segments of the State's population. In the last two years, 5,498 people sought shelter, who had not done so previously.

To facilitate the transition from homelessness to permanent housing, case management services provided to emergency shelter clients feature important linkages with mainstream programs including: health, employment, mental health, substance abuse referrals, food and clothing. Shelters serving families provide service linkages with other family-service providers including child care, education, immunization, wellness programs, and family counseling.

Emergency Shelters funded by the State of New Hampshire are listed in Appendix C.❖

C. Transitional Shelters

Transitional Shelters provide a safe and stable housing environment complemented by comprehensive case management services to facilitate a permanent step away from homelessness. Referrals from emergency shelter staff flow individuals into transitional programs whenever a judgment can be made that the individual or family is prepared to move along the Continuum of Care to permanent housing. Community-based referral services also enable direct entry to transitional housing.

Ten transitional shelters, administered by ten providers, received funding from the State of New Hampshire, Bureau of Behavioral Health in SFY '04. State-funded **Transitional Shelter** providers are listed in Appendix C.❖



Roxbury Street an Emergency Shelter in Keene, NH

Courtesy of Southwestern Community Services, Inc.

D. Specialty Shelters

Special needs such as youthfulness, teen pregnancy, or substance abuse often make it difficult for some individuals to receive proper assistance in mainstream emergency shelters. Staffed by persons trained in the special needs of persons they serve, Specialty Shelter programs play an important role in the State of New Hampshire Continuum of Care.

The State of New Hampshire, Bureau of Behavioral Health provided statewide funding to four Specialty Shelter programs in SFY '04. Without the Specialty Shelter programs, highly vulnerable homeless individuals with special characteristics or health conditions might remain unrecognized and inappropriately assisted in the shelter service system.

Specialty Shelters funded by the State of New Hampshire are listed in Appendix C.❖

On February 1, 2004, Tyson Foods closed the Manchester Jac Pac Plant leaving approximately 500 workers unemployed. Over the past several months, The Way Home has secured funds to assist former Jac Pac employees who would have been unable to afford rent and/or utilities while they looked for permanent employment. As of this date, most of these former Jac Pac employees have secured employment and no longer need The Way Home's assistance. The Way Home has been able to employ, with assistance from the Jac Pac Center's job training program, five former Jac Pac employees after completing specialized lead paint assessment training at The Way Home.



Pictured from left to right

Kurt Crear, Housing Counselor at The Way Home, worked with Arabic, Spanish, and Bosnian translators to assist former Jac Pac Employees.

Paulo Mongkuier, now a lead abatement employee at The Way Home, assisted families as an Arabic translator after being laid off from the Jac Pac Plant.

Izet Hamidovic, now a Housing Counselor at The Way Home, worked at Jac Pac Center for the Bosnian employees laid off from Jac Pac.

Nancy Perez, a Housing Counselor at The Way Home, worked as a translator for the Latino employees laid off from Jac Pac.

Christopher Longo, once employed at Jac Pac, now works as a lead abatement employee at The Way Home.

II. Homeless Prevention/Intervention Services

During SFY '04, the State of New Hampshire, Bureau of Behavioral Health provided Prevention/Intervention services to persons at imminent risk of homelessness. These important services result in interventions that prevent the occurrence of homelessness. Services were funded through six Community Action Agencies or CAPs, and ten other non-profit service providers.

Homeless Prevention/Intervention services are widely varied and thus difficult to quantify uniformly. They range from providing budget counseling and/or referral to appropriate homeless intervention providers, to making payments for back rent in the face of eviction, past-due electrical bills where disconnection is imminent, or fuel assistance, rental security deposit loans, or limited rental guarantees. Some individuals who apply for prevention services do so as a final attempt to maintain their current living or employment situation. Surveys show that many persons applying for such Homeless Prevention/Intervention services did so based upon a sudden and unexpected loss of income, with high medical bills frequently cited as a contributing factor.

The State of New Hampshire Housing Security Guarantee Program (HSGP) issued 818 security loan certificates in SFY '04, up 9% from the year before. This program provides security deposit loans for households who meet the HUD “very low income” criteria, or 50% of MFI. The program has assisted 4,406 households since inception in 1994. An important aspect of this program is a flexible loan-payment schedule designed to fit realistic budget parameters. More detailed information on the HSGP may be found in Chapter IV, *Activities of the Office of Homeless and Housing Services*.

The Housing Opportunities for Persons With AIDS (HOPWA) program provided assistance and support services for persons with HIV/AIDS and their families. The population served included homeless, low and very low-

income, and those at risk of displacement or becoming homeless. Using HUD funded grants, the State administered two HOPWA projects last year, both with the sponsorship of Merrimack Valley Assistance Program (MVAP).

First, the Balance of State HOPWA Program, through its sponsor MVAP, provided supportive services, case management and rental assistance to the Balance of State Continuum of Care area (all of the state except Nashua and Greater Manchester). This was provided by MVAP, AIDS Response Seacoast, AIDS Community Resource Network and Lakes Region General Healthcare.

The second HOPWA project, serving Manchester, Bedford, Goffstown, and Weare, is also sponsored by MVAP with supportive services provided by their Manchester office, the Greater Manchester Assistance Program. In the last reporting year, these two projects provided housing assistance to 125 individuals infected with HIV/AIDS and an additional 104 family members. The programs also provided supportive services only to another 176 persons infected with HIV/AIDS as well as an additional 123 family members. The Manchester project was notified in 2003 of a renewal three-year grant of \$607,545.

The efforts of homeless service providers who employ creative intervention strategies result in the prevention of thousands of individuals and families from experiencing the devastating effect of homelessness. Continuation of a strong homeless prevention strategy is an important component in the evolving Continuum of Care designed to break the cycle of homelessness. ❖

A. Community Action Agencies

The New Hampshire Community Action Agencies (CAAs), also called Community Action Programs (CAPs), serve every city and town in the State and administer a range of programs to assist persons in need, including those at risk of homelessness. Their advisory councils, boards of directors and staff implement programs tailored to local needs. Additionally, these service providers coordinate mainstream services for the population they serve, making CAA's a natural point of entry into the homeless service system.

The State of New Hampshire, Bureau of Behavioral Health funded homeless intervention activities specific to the prevention of homelessness in six CAAs in SFY '04, covering all ten NH counties.

Community Action Agencies receiving state homeless and housing funds are listed in Appendix C.❖

B. Homeless Outreach/Intervention Prevention

Although homelessness is often regarded as a uniquely urban problem, contacts with unsheltered homeless individuals have occurred in the majority of New Hampshire's cities and towns during the past two years. The objective of the Homeless Outreach/Intervention Prevention is to link the unsheltered homeless population with emergency shelter and other appropriate resources within the State's three Continuums of Care.

The HUD-funded Homeless Outreach and Intervention Prevention (HOIP) is a statewide network of ten outreach specialists who seek to identify and engage New Hampshire's unsheltered homeless. In the past year, homeless clients served by HOIP workers in the Balance of State Continuum of Care (*i.e.*, excluding Manchester and Nashua) was 4,383 persons. (The reporting of Manchester and Nashua contacts under HOIP is not consolidated through the DHHS.)

HOIP unsheltered homeless contacts are followed up systematically to ensure that appropriate service is provided. First, there is assessment of immediacy of need and appropriate intervention based upon weather, physical condition, mental/emotional/behavioral status, substance abuse, and willingness to accept assistance. Then, transport is arranged to the appropriate resource (*e.g.*, emergency room, detox facility, shelter) as needed.

C. Other Intervention/Prevention Providers

Certain other Homeless Prevention/Intervention providers are experienced in the prevention of homelessness and are strategically located to provide services in high-risk areas of the State. They provide services directly or by referral to an alternative service provider.

The State of New Hampshire, Bureau of Behavioral Health funded 10 **Other Intervention/Prevention Providers** in SFY '04, listed in Appendix C.❖

III. Special Needs Programs

In SFY '04, the State of New Hampshire provided funding to 25 state-wide special needs programs. These programs emphasize intensive and comprehensive case management services and are designed to assist the particular needs of chronically homeless persons suffering from serious mental illness, dual diagnosis, Acquired Brain Disorder, and other disabling conditions.

Providers include Community Action Agencies, Community Mental Health Centers, New Hampshire Hospital, and several smaller non-profit organizations. Delivered services included outreach, intervention, housing, and supportive services to hard-to-engage homeless and/or homeless with disabilities.

Special needs services were provided in the following categories:

Program Type	Number of Programs
HUD - Permanent Housing for Handicapped Homeless	8
HHS - Projects for Assistance in Transistion from Homelessness (PATH)	8
HUD - Transitional Housing for the Homeless	9
Total	25

Also funded by HUD, the Supportive Housing Program provided permanent housing and supportive services for 106 individuals. These programs are detailed in Sections A and B of this chapter. The US Department of Health and Human Services (HHS) funded Projects for Assistance in Transition from Homelessness (PATH) for homeless intervention and supportive services to 630 persons in FFY '03 (data for the federal fiscal year ending September 30, 2004 were still pending at press time). This program is detailed in Section C of this chapter. Both transitional and permanent housing for the handicapped homeless include extensive supportive services.❖

A. Permanent Housing for the Handicapped Homeless

Permanent Housing providers to the handicapped homeless population offer a variety of housing and supportive services to persons with serious mental illness, or elderly persons with serious mental illness, dual diagnosis, or Acquired Brain Disorder. These programs, which include group homes and condominiums, were established in conjunction with HUD and are subject to renewal. These collaborative programs are:

- **Beaver Lake Lodge** in Salem, a 15-bed Community Residence for homeless elderly who are mentally ill;
- **Families in Transition** in Concord, six-units serving homeless women with or without children;
- **Franklin Falls Farm** in Franklin, a six-bedroom farmhouse serving homeless persons with severe brain injuries;
- **Harbor Homes**, with various operating locations in Southern New Hampshire, providing a variety of housing and employment opportunities for homeless persons with serious mental illness;
- **McGrath Street** in Laconia, an eight-bed community residence with four attached apartments for mentally ill homeless persons;
- **Tide View Estates**, located in Dover, three two-bedroom condominiums providing permanent housing for homeless mentally ill adults;
- **Springbrook** in Portsmouth, three two-bedroom condominiums housing homeless persons with a serious mental illness; and
- **Gemini House** in Manchester, a 15-bed residence housing homeless mentally ill persons with a concurrent substance abuse disorder.

Handicapped homeless persons living in supportive housing benefit from convenient and assured access to health, mental health, and social support services offered by the programs or within the Continuum of Care and facilitated by these programs.

Permanent Housing for the Handicapped Homeless providers funded by the State of New Hampshire are listed in Appendix C.❖

B. Transitional Housing for the Handicapped Homeless

Like their Permanent Housing provider counterparts, providers of Transitional Housing offer a variety of housing and supportive services to homeless persons, some with a variety of disabilities including serious mental illness, or elderly persons with serious mental illness, dual diagnosis, or Acquired Brain Disorder. In SFY '04, the nine state-supported transitional housing providers furnished housing and supportive services to approximately 540 persons, an estimate based on capacity. These programs include:

- **Friendship House** in Bethlehem, a 30-bed transitional housing program with supportive services, houses approximately 200 individuals a year;
- **Gilpin House** in Littleton, a six-bed transitional residence serving homeless persons with severe and persistent mental illness and persons dually diagnosed with mental illness, substance abuse, and/or a developmental disability;
- **Pine Place Transitional Apartments** in Lebanon, provides five transitional housing apartments and specialized 24-hour mental health treatment and support services to assist mentally ill adults;
- **Our Place Transitional Housing** in Dover, a six-apartment shelter (containing 17 beds) sponsored by My Friend's Place, provides housing and supportive services to homeless families;
- **New Hampshire Hospital**, which administers a 43-bed residential and rehabilitation program for persons with serious mental illness, with 26 beds partially funded by HUD for those who are homeless;
- **The Family Transitional Housing Program** in Rochester, which operates 12 two-bedroom townhouses with half-day staff support to

homeless persons with a mental illness;

- **Families in Transition** in Concord, operates a 26-bed facility for homeless single women with or without children;
- **NEXT STEPS**, located in Keene, is sponsored by Southwestern Community Services, the Keene Housing Authority and the City of Keene Human Services Department. This is a five-unit transitional housing program with supportive services that will house and assist a minimum of 16 individuals, including those with disabilities, per year; and
- **The Sullivan County Transitional Housing Project**, in Claremont, is sponsored by Southwestern Community Services. The project provides transitional housing with supportive services to 40 people at one time, including homeless families and single women with disabilities or who are victims of domestic violence.

Addresses and contact information for these providers may be found in Appendix C.❖

C. Projects for Assistance in Transition from Homelessness (PATH)

The PATH program provides community-based services for people with serious mental illness or individuals who are dually diagnosed with serious mental illness and a substance use disorder and who are homeless or at imminent risk of becoming homeless. Primary emphasis is on outreach and engagement into services and housing of PATH eligible individuals. Services include: outreach, screening and diagnostic treatment, community mental health services, training and case management, which includes: assistance in obtaining and coordinating services for eligible homeless individuals, assistance in obtaining income support services, including housing assistance, food stamps, and supplementary security income benefits, and referrals for such other services as may be appropriate, including referrals for primary health care.

The outreach and intervention offered through PATH are strategies crucial to engaging these individuals in treatment and recovery programs.

The potential PATH population includes individuals who have been separated from mainstream culture and who may have had negative experiences with service provision in the past. They typically would not present themselves to a mental health agency for services.

Except in the northern three counties, regional community mental health centers are the primary PATH providers in the State. In the northern counties of Coos, Carroll, and Grafton, PATH funding is contracted through Tri-County Community Action Program. Collaboration between regional community mental health centers, homeless service providers, Community Action Agencies and the Bureau of Behavioral Health has facilitated a framework of service for this difficult to engage population.

In SFY '03, the most recent period for which reporting is available, PATH outreach services were provided to 630 individuals with serious mental illness or dual diagnosis through nine PATH service providers. Of these, 573 clients were enrolled with PATH providers.

In SFY '04, OHHS contracted with seven community mental health agencies and one area community action program, to provide PATH services to an estimated 701 PATH eligible consumers. The same eight PATH programs are being funded for SFY '05. A list of **PATH** service providers may be found in Appendix C.❖

“Everyone is homeless because they have no money for a home. The other things are the reasons why they have no money. What about the cost of housing?”

CSP Tech Consumer Advisory Committee

As quoted in “Hard Numbers, Hard Times”, McCormack Graduate School of Policy Studies, U Mass Boston

WWW.mccormack.umb.edu/csp

IV. Activities of the Office of Homeless and Housing Services

The New Hampshire Department of Health and Human Services, Bureau of Behavioral Health, Office of Homeless and Housing Services (OHHS) has overall responsibility for supporting homeless shelter activities with the State's Continuums of Care (CoC). They provide leadership, resources, and coordination among a large group of emergency shelter providers. Activities of the OHHS undertaken or completed in the past year include:

- "Bringing the Providers Together," the annual New Hampshire Homeless Service Providers Conference, was held September 23rd – 24th in North Conway, New Hampshire. This conference once again brought the State's government-provider community together for an opportunity to confer on issues and share insight. The conference was attended by 112 persons representing 53 providers. A number of major issues were presented on and discussed. Workshops included: Domestic and Sexual Violence, detox options, lack of affordable housing, Homeless Management Information Systems, New Hampshire Hospital, and Teen Issues. The conference also included presentations by people who have experienced homelessness and dealt with "the system." Awards were presented by provider agencies to individuals who were exceptionally committed to helping homeless people.
- The first shelter + care program for New Hampshire was approved by the U.S. Department of Housing and Urban Development (HUD) in December of 2003 through a proposal the OHHS submitted to HUD. This program will provide scattered-site, tenant-based rental assistance and supportive services to homeless adult individuals with severe and persistent mental illness in the Salem-Derry-Plaistow area.
- The Bureau of Behavioral Health,



through the OHHS, administers two housing-related programs through a network of nonprofit community agencies: the Housing Security Guarantee Program (HSGP) and the Rental Guarantee Program (RGP). Started in 1994, the HSGP is available to low-income families statewide. A non-cash voucher program, it is managed pursuant to RSA 126-A:50, which states: "The inability of individual citizens to amass sufficient funds for housing security deposits contributes significantly to the problem of homelessness in the State of New Hampshire." Housing security guarantees provided under the program allow low-income individuals and families the opportunity to secure safe, affordable, permanent housing in New Hampshire's low-vacancy, high-cost rental housing market. Persons seeking a security deposit guarantee apply through one of eight nonprofit agencies that administer the program. These agencies work with private landlords, public housing agencies, transitional housing programs, outreach workers and others to ensure program availability to the entire state. The program has a 23% default rate.

- The RGP is the OHHS companion program to the HSGP. To assist needy families, the Division of Family Assistance has allocated up to \$1 million per year from the Temporary Assistance for Needy Families (TANF) Program to support the RGP. The RGP's objective is to assure payment of a maximum of three months fair-market rent as incentive to landlords to rent to homeless families or pregnant women. To coordinate these related efforts in support of families who are homeless or at risk of homelessness, the RGP and HSGP are administered by the same community service network.
- In SFY '03, the three New Hampshire Continuums of Care collaborated to support a single statewide Homeless Management Information System (HMIS). With agreement from each continuum, OHHS was the single applicant for HUD supportive housing program HMIS funding with Community Services Council of NH as the statewide sponsor. In SFY '03, OHHS received notification that this application was successful in

the amount of \$208,680.00. This funding will enable statewide homeless shelter service providers to share resources, automate eligibility determinations, and link homeless clients to mainstream services. ❖

V. Additional Developments

A number of developments around the state deserve mention in this Annual Report as follows:

- On June 10, 2004, Families in Transition had an open house to celebrate the completion of Families in Transition – Concord. This program was co-developed by Families in Transition and Great Bridge Properties, and comprises 16 units of housing and comprehensive supportive services for homeless women with and without children.
- Families in Transition received the 2004 Walter J. Dunfey Award for Excellence in Management from The Corporate Fund. The award recognizes up to two nonprofits with this coveted award a year. The selection followed a rigorous application process and interview. The reasons for the award include Families in Transition's strong financial management and the high regard for staff, which together, continue to propel the agency forward in its mission of providing housing and services to the homeless.
- On September 17, 2004, the Greater Nashua Continuum of Care (GNCOC) unveiled "A Home for Everyone: A Plan For Ending Homelessness in Greater Nashua." One major event held was a homeless planning retreat attended by over 100 individuals including City and State legislative representatives, police personnel, social service agencies, concerned citizens, and business professionals from around the State and Massachusetts. Out of this retreat came the "Good Neighbor Agreements" (GNA), created so that agencies, businesses, civic groups, nonprofits, and government could partner together to commit to the goal of ending homelessness within the time period identified on each individual GNA. The GNCOC Plan has three objectives: 1. Preventing homeless-

ness whenever possible; 2. Rapidly re-housing people when homelessness cannot be prevented; and 3. Providing wrap-around services that promote housing stability and self-sufficiency. The Plan has been adopted, and now comes the commitment to achieve the goals established for the next 10 years.

- Last year, through the Supportive Housing Program of the Department of Housing and Urban Development (HUD), the GNCOC received over \$1.5M to provide outreach and employment, housing and supportive services to homeless youth, women and children, persons with mental illness, HIV/AIDS, substance and/or other abuse issues.
- Congressman Jeb Bradley has signed on as a co-sponsor to HR4057 (The Samaritan Initiative). The goal of this \$70M grant opportunity is to end chronic homelessness through coordinated provision of housing, health care, mental health and substance abuse treatment, employment, and other supportive services. Having a co-sponsor from the State of New Hampshire lends a great deal of credibility to this critical bill and demonstrates the importance of the concern of the people in New Hampshire to end chronic homelessness in our State.
- In January 2004, Harbor Homes, Inc. (HHI), with a grant from the Veterans Administration (VA), established Veterans F.I.R.S.T. (Federal Investment Recognizing our Servicemen and Women in Transition), a transitional housing program for 20 honorably discharged homeless veterans. Individualized case management services assist these veterans in accessing community resources to find job training and employment, mental health and substance abuse services, and health care. HHI also received a second grant from the VA and is currently in the process of securing a site. This second site will house honorably discharged homeless veteran women and homeless families of veterans. HHI works closely with the VA Medical Center in Manchester and other homeless providers to assist New Hampshire's homeless veterans as they become integrated into the community.

- Harbor Homes, Inc. Permanent Housing IV (PHIV) was chosen by a research firm hired by HUD to identify high performing homeless assistance projects in developing a technical assistance guidebook on achieving high performance. This guidebook will highlight “best practices” and HUD may choose to distribute this book to grantees and providers across the country. PHIV was selected because it scored well in keeping clients in permanent housing for more than six months.
- Child and Family Services secured Federal grants to fund its Street Outreach and Runaway and Homeless Youth Programs. They were the only agency in New England to receive both grants. The grants are on a three-year funding cycle.
- With support from the Office of Homeless and Housing Services, Fleet Bank, The Gibney Foundation, The Bean Foundation, ProCon Construction, and private funding, Child and Family Services opened a Teen Resource Center in the spring of 2004. The Center houses the Transitional Living, Street Outreach, Runaway and Homeless Youth, and Adolescent Substance Abuse Treatment Programs. At the Center, youth can access food, clothing, hygiene supplies, showering and laundry facilities, and other supportive services. Since the Center opened, 3,507 youth and young adults have accessed the center, while 5,417 health and hygiene supplies and 5,875 food items have been distributed.
- Child and Family Services Street Outreach Program was also the recipient of a grant from the Gibney Foundation to purchase an outreach van. The van has been purchased and used for isolated outreach sessions, food and clothing drops, and transporting clients throughout the state.
- In September of 2004, the US Department of Health and Human Services announced the award of \$31 million in grants to 31 states to help people with disabilities or long-term illnesses to live in their homes and participate fully in community life. One of these grants, “Home Care Connections – Integrating Long-Term Supports and Affordable Hous-

ing” was awarded to the University of New Hampshire – Institute on Disability. The Bureau of Behavioral Health was a partner in this process. The \$900k grant will be implemented over three years. It will develop and implement a system of care that improves access to affordable housing linked with long-term supports. The project is designed to address the needs of older adults with disabilities, especially those with mental illness and/or dementia/Alzheimer’s disease. It will create and/or improve the infrastructure in New Hampshire in order to increase access to affordable and accessible housing, and to coordinate access to supports funded through the Medicaid waivers, state plan and other funding streams.

- The Nashua Soup Kitchen & Shelter has purchased a 9-unit apartment building at 88 3/4 Palm Street in downtown Nashua, which is designed to remain permanently affordable to low income individuals and families. All units are 2-bedroom apartments. Rents start at \$750 per month with heat, hot water, and one parking space included. Sequel Property Management is managing the property. ❖

... But we also learned a lot of valuable lessons. The most important “never take anything for granted”. The hardest part about being homeless is the aimlessness, nothing productive to do. You sit all day to wait to get in, then the next day is still the same. . . .

From a letter submitted to a Homeless Outreach Worker

*VI. State-Funded Homeless and Housing
Activities Service Summary, SFY 2004*

Shelter Service Totals

6,672 persons sheltered (Emergency and Transitional)

Of persons sheltered there were:

4,186 single adults
1,002 adults in families
 670 adults in one-parent families
 257 adults in two-parent families
 62 individual adults in families without children
 13 non-parent adults in families
1,484 children in the above one and two-parent families

... including:

1,582 persons with known Mental Illness
2,218 persons with Alcohol Abuse
1,635 persons with other Substance Abuse
 769 persons with Dual Diagnosis (mental health and substance abuse)
 620 victims of Domestic Violence
 296 Veterans
 15 persons with HIV/AIDS

Special Needs Programs

4,383 Homeless Outreach/Intervention clients served (within Balance of
 State Continuum of Care only)
 106 Permanent Housing for Handicapped Homeless persons served
 630 Projects for Assistance in Transition from Homelessness (PATH)
 persons outreached (SFY 2003)
 573 PATH clients enrolled (SFY 2003)

Housing Security Guarantee Program

818 housing certificates issued

Rental Guarantee Program

23 grants issued

Appendix A, Notes on the Statistics

1. These statistics represent only those providers funded by or through the State. There are other New Hampshire emergency and homeless shelter service providers not reflected in our statistics. Furthermore, the State does not always fund the same providers every year. Changes in shelter capacity due to remodeling, expansion, or natural disasters also affect the reporting base.
2. Some of the formats and definitions of our reporting instruments have changed as we progress toward our goal of gathering more effective information and reflect changing federal definitions of some data elements. From time to time, confusion over earlier definitions has led the Office of Homeless and Housing Services to amend reporting instructions, leading some providers to slightly change the way they report. Such changes can make the comparison of certain homeless statistics over time a difficult process.
3. Some concepts, like shelter capacity, cannot be quantified precisely because they are affected by numerous factors. For example, women cannot be housed in a men's single shelter, nor can the general homeless population be housed in a specialty shelter. Many of our providers serve families. They use apartments and move beds in and out daily, according to family size, making the concept of capacity dynamic. Moreover, family sizes supported by Domestic Violence providers typically differ from those supported in Transitional housing. Thus, "capacity" represents a theoretical maximum and apartment based providers generally use averages.
4. Geographical distribution numbers reflect relative capacity rather than relative need. When programs are full, people requiring services have to seek whatever space there is, even in a different part of the State.
5. The State Fiscal Year runs from July 1st to the following June 30th. However, several programs, especially those receiving federal funds, are

required to report by different fiscal years. The Federal Fiscal Year (FFY) runs from October 1st to the following September 30th. Yet Congress imposes different fiscal years on different federal programs – and even on the same program over time – often unrelated to the FFY.

6. During the life of this Commission, shelter providers have been requested to report by different time periods. Initially, quarterly statistics were required without an annual consolidation, leaving the potential for overlap between quarters. Since SFY '99, provider reports are submitted semi-annually, with the second report summarizing the entire fiscal year. We believe that this schedule has eliminated quarterly reporting overlap. In addition to this, we are now asking providers to check for duplication between different programs run by the same provider. This has led to increasingly accurate numbers. ❖

Appendix B

Homeless and Housing Glossary of Terms

Note: This glossary provides an overview of terminology common to the issue of New Hampshire homelessness and federal housing programs. Not all terms are used in this Annual Report.

Affordable Housing - Housing where the occupant is paying no more than 30% of income for gross housing costs, including utilities

APR - Annual Progress Report

Bed Night - One person sheltered one night

BOSCOC - Balance of State Continuum of Care; coordinated community-based process of identifying needs and building a system to address those needs

BBH - Bureau of Behavioral Health

CAA - Community Action Agency

CAP - Community Action Program

CDBG - Community Development Block Grant

CMHS - Center for Mental Health Services (US)

Congregate Housing - Low income housing, predominately for elderly, handicapped, disabled, or displaced families

Consolidated Plan - State application to HUD for funding

Chronic Homeless - A homeless individual with a disability who has been homeless for a year or more, or has had 4 or more episodes of homelessness in the last 3 years

CY - Calendar Year: January 1 to December 31

DHHS - Department of Health and Human Services (New Hampshire)

Dual Diagnosed - (PATH definition) Co-occurring serious mental illness and substance abuse

DV Coalition - New Hampshire Coalition Against Domestic & Sexual Violence

Entitlement Municipality - The cities of Manchester, Nashua, Portsmouth, Dover, and Rochester, which receive funds directly from HUD under section 106(b) of the federal act

ESG - Emergency Shelter Grant, State of New Hampshire or federal McKinney

Extremely Low Income - A household whose income is at or below 30% of the median family income of the area

FFY - Federal Fiscal Year: October 1 to September 30

HHS - The US Department of Health and Human Services

HMIS - Homeless Management Information System

HOIP - Homeless Outreach/Intervention Prevention

HOME - Home Investment Partnerships Program
HOPWA - Housing Opportunities for Persons With Aids
HSGP - Housing Security Guarantee Program
HUD - US Department of Housing and Urban Development
Living Conditions, Homeless -

Unsheltered

Abandoned Building
Automobile
Bridge
Hallway
Highway
Homemade Shelter
Public Building
Street
Substandard Housing
Tent
Transportation Facilities
Woods

Publicly Sheltered

Emergency Shelter
Foster Homes
Group Homes
Jail/Prison
Specialty Shelter

Privately Sheltered

Family or Friends (Doubled up)
Home
Hospital or Medical Clinic/Center
Hotel/Motel
Rental Housing

Low Income - A household whose income is at or below 80% of the median family income of the area

MFI - Median Family Income, a household income level set by HUD at \$66,100 statewide in New Hampshire for 2003 (the nationwide MFI in 2003 is \$56,500). As many households earn less than that figure as earn more.

Moderate Income - A household whose income is at or below the median family income of the area

MVAP - Merrimack Valley Assistance Program

NHHFA - New Hampshire Housing Finance Authority

NOFA - Notice Of Funding Availability

OHHS - the NH DHHS Office of Homeless and Housing Services

PATH - Projects for Assistance in Transition from Homelessness

PHH - Permanent Housing for Handicapped Homeless

PRA - Project-based Rental Assistance

RGP - Rental Guarantee Program

RSA - Revised Statutes Annotated

S+C - Shelter Plus Care
SFY - State Fiscal Year: July 1 to June 30
SHP - Supportive Housing Program
SNAP - Special Needs Assistance Programs
SRA - Sponsor-based Rental Assistance
SRO - Single Room Occupancy
SS - Supportive Services not in conjunction with housing
TANF - Temporary Assistance for Needy Families
TH - Transitional Housing
THH - Transitional Housing for Handicapped Homeless
TRA - Tenant-based Rental Assistance
Turnaway - Someone who asks for shelter, but cannot be sheltered there.
 Capacity Turnaway - Someone who cannot be sheltered because the shelter is full
 Other Turnaway - Someone who cannot be sheltered because they are not appropriate to the program (i.e. a single male at a women's shelter)
Very Low Income - A household whose income is at or below 50% of the median income of the area❖

Appendix C, Service Provider Matrix



APPENDIX C

Service Provider Matrix, 2004 Annual Report of the Emergency Shelter & Homeless Coordination Commission

Providers And Addresses	Homeless Shelter Services				Homeless Prevention/ Intervention		Special Needs Programs			
	Domestic Violence	Emergency Shelter	Transitional Shelter	Specialty Shelter	HSGP/RGP	Prevention/ Other	Outreach Intervention	Permanent Housing	Transitional Housing	PATH
BELKNAP COUNTY										
Community Action Program Belknap-Merrimack Counties PO Box 1016 Concord, NH 03302-1016 (603) 225-3295					X	X	X			
GENESIS-The Counseling Group McGrath Street 111 Church Street Laconia, NH 03246 (603) 524-1100								X		X
Laconia Area Community Land Trust, Inc. PO Box 6104 Laconia, NH 03247-6104 (603) 524-0747			X							
New Beginnings-A Women's Crisis Center PO Box 622 Laconia, NH 03247 (603) 528-6511	X									
Open Arms Outreach 756 Union Avenue Laconia, NH 03246 (603) 524-4580			X							
The Salvation Army-Laconia 177 Union Avenue Laconia, NH 03246 (603) 524-1834		X								

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	Domestic Violence	Emergency Shelter	Transitional Shelter	Specialty Shelter	HSGP/RGP	Prevention/ Other	Outreach Intervention	Permanent Housing	Transitional Housing	PATH
CARROLL COUNTY										
Northern NH Mental Health and Developmental Services •Gilpin House 87 Washington Street Conway, NH 03818 (603) 447-3347									X	
Starting Point: Services for Victims of Domestic and Sexual Violence PO Box 1972 Conway, NH 03818 (603) 356-7993	X									
Tri-County Community Action Program, Inc. •Coos, Carroll, Grafton Counties 30 Exchange Street Berlin, NH 03570 (603) 752-7001 – 1-800-552-4617					X	X	X			X
CHESHIRE COUNTY										
Monadnock Family Services 64 Main Street, Ste. 301 Keene, NH 03431-3701 (603) 357-5270										X
Southwestern Community Services, Inc. (Keene) •Monadnock Area Housing Coalition •NEXT STEP Transitional Housing 69Z Island Street PO Box 603 Keene, NH 03431 (603) 352-7512		X	X		X	X	X		X	

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Providers And Addresses	Homeless Shelter Services				Homeless Prevention/ Intervention		Special Needs Programs			
	Domestic Violence	Emergency Shelter	Transitional Shelter	Specialty Shelter	HSGP/RGP	Prevention/ Other	Outreach Intervention	Permanent Housing	Transitional Housing	PATH
Women's Crisis Services of the Monadnock Region 12 Court Street Keene, NH 03431-3402 (603) 352-3782	X									
COOS COUNTY										
Coos County Family Health Services, Inc. Response to Sexual & Domestic Violence 54 Willow Street Berlin, NH 03570 (603) 752-5679	X									
Tri-County Community Action Program, Inc. •Coos, Carroll, Grafton Counties •Friendship House 30 Exchange Street Berlin, NH 03570 1-800-552-4617					X	X	X		X	X
Tri-County Community Action Program, Inc. •Lynsey House Shelter 56 Prospect Street Lancaster, NH 03584 (603) 788-2344		X								
GRAFTON COUNTY										
Headrest, Inc. PO Box 247 Lebanon, NH 03766-0247 (603) 448-4872				X						

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	Domestic Violence	Emergency Shelter	Transitional Shelter	Specialty Shelter	HSGP/RGP	Prevention/ Other	Outreach Intervention	Permanent Housing	Transitional Housing	PATH
Pemi-Bridge House, Inc. 41 Green Street Plymouth, NH 03264 (603) 536-7631		X								
The Support Center at Burch House PO Box 965 Littleton, NH 03561 (603) 444-0624	X									
Tri-County Community Action Program, Inc. •Coos, Carroll, Grafton Counties 30 Exchange Street Berlin, NH 03570 1-800-552-4617					X	X	X			X
Voices Against Violence PO Box 53 Plymouth, NH 03264 (603) 536-3423	X									
West Central Behavioral Health Pine Place 2 Whipple Place, Ste. 202 Lebanon, NH 03766 (603) 448-0126									X	
WISE (Women's Information & Services) 79 Hanover Street, Ste. 1 Lebanon, NH 03766 (603) 448-5922	X									

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Providers And Addresses	Homeless Shelter Services				Homeless Prevention/ Intervention		Special Needs Programs			
	Domestic Violence	Emergency Shelter	Transitional Shelter	Specialty Shelter	HSGP/RGP	Prevention/ Other	Outreach Intervention	Permanent Housing	Transitional Housing	PATH
HILLSBOROUGH COUNTY										
Bridges P.O. Box 217 Nashua, NH 03061-0217 (603) 889-0858	X									
Child and Family Services of NH 99 Hanover Street PO Box 448 Manchester, NH 03105 (603) 668-1920				X		X				
Community Council of Nashua 7 Prospect Street Nashua, NH 03060 (603) 889-6147										X
Families in Transition, Inc. •Amherst Street •Spruce Street Apartments 122 Market Street Manchester, NH 03101 (603) 641-9441			X X							
Greater Nashua Council on Alcoholism •Keystone Hall Pine Street Extension Nashua, NH 03060 (603) 881-4848				X						
Harbor Homes •Amherst Street 12 Amherst Street Nashua, NH 03064 (603) 882-3616		X						X		

APPENDIX C
Service Provider Matrix, 2004 Annual Report of the Emergency Shelter & Homeless Coordination Commission

Providers And Addresses	Homeless Shelter Services				Homeless Prevention/ Intervention		Special Needs Programs			
	Domestic Violence	Emergency Shelter	Transitional Shelter	Specialty Shelter	HSGP/RGP	Prevention/ Other	Outreach Intervention	Permanent Housing	Transitional Housing	PATH
Helping Hands Outreach Ministries, Inc. 50 Lowell Street PO Box 3551 Manchester, NH 03105-3551 (603) 623-8778			X							
Nashua Pastoral Care Center 7 Concord Street Nashua, NH 03064 (603) 886-2866					X				X	
Nashua Soup Kitchen and Shelter PO Box 3116 Nashua, NH 03061-3116 (603) 889-7770		X								
New Hampshire Legal Assistance 1361 Elm Street, Ste. 307 Manchester, NH 03101 (603) 668-2900 or 1-800-562-3174						X				
New Horizons for New Hampshire •Emergency Shelter •Angie's Shelter For Women 199 Manchester Street Manchester, NH 03103 (603) 668-1877		X X								
St. John Neumann 708 Milford Road 101-A Merrimack, NH 03054 (603) 424-5685						X				

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Providers And Addresses	Homeless Shelter Services				Homeless Prevention/ Intervention		Special Needs Programs			
	Domestic Violence	Emergency Shelter	Transitional Shelter	Specialty Shelter	HSGP/RGP	Prevention/ Other	Outreach Intervention	Permanent Housing	Transitional Housing	PATH
Southern New Hampshire Services, Inc. 40 Pine Street PO Box 5040 Manchester, NH 03108 (603) 668-8010						X				
The Mental Health Center of Greater Manchester •Gemini House 401 Cypress Street Manchester, NH 03103-3628 (603) 668-4111								X		X
The Way Home 214 Spruce Street Manchester, NH 03103 (603) 627-3491			X		X	X				
YWCA Crisis Service •Emily's Place 72 Concord Street Manchester, NH 03101 (603) 625-5785	X									
MERRIMACK COUNTY										
Community Action Program Belknap-Merrimack Counties, Inc. •New Start Program PO Box 1016 Concord, NH 03302-1016 (603) 225-3295			X		X	X	X			

APPENDIX C
Service Provider Matrix, 2004 Annual Report of the Emergency Shelter & Homeless Coordination Commission

Providers And Addresses	Homeless Shelter Services				Homeless Prevention/ Intervention		Special Needs Programs			
	Domestic Violence	Emergency Shelter	Transitional Shelter	Specialty Shelter	HSGP/RGP	Prevention/ Other	Outreach Intervention	Permanent Housing	Transitional Housing	PATH
Community Services Council of NH •Franklin Falls Farm •New Hampshire Helpline 1-800-852-3388 •Unite To Help (603) 225-9694 PO Box 2338 Concord, NH 03302-2338 (603) 225-9694 (603) 225-9000					X	X X		X		
Merrimack County Rape and Domestic Violence Crisis Center PO Box 1344 Concord, NH 03302-1344 (603) 225-7376	X									
Merrimack Valley Assistance Program* PO Box 882 Concord, NH 03302-0882 (603) 226-0607						X				
*The Merrimack Valley Assistance Program is the only HOPWA program.										
New Hampshire Coalition Against Domestic And Sexual Violence PO Box 353 Concord, NH 03302 (603) 224-8893	X**									
**This is an umbrella organization for domestic violence shelters and services.										
New Hampshire Hospital 105 Pleasant Street Concord, NH 03301 (603) 271-5300 or 1-800-852-3345									X	

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Riverbend Community Mental Health Services, Inc. PO Box 2032 Concord, NH 03302-2032 (603) 228-1551										X
The Friends Emergency Housing Program 30 Thompson Street Concord, NH 03301 (603) 228-1462		X								
The Salvation Army •McKenna House 100 S. Fruit Street Concord, NH 03301 (603) 225-5587		X								
Families in Transition, Inc. •5 Market Lane, (TH) •9 Odd Fellows Road, (PH) Concord, NH (603) 641-9441								X	X	
ROCKINGHAM COUNTY										
AIDS Response to the Seacoast 1 Junkins Avenue Portsmouth, NH 03801 (603) 433-5377						X				
CLM Behavioral Health Systems •Beaver Lake Lodge Salem Professional Park 44 Stiles Road Salem, NH 03079 (603) 893-3548								X		

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	Domestic Violence	Emergency Shelter	Transitional Shelter	Specialty Shelter	HSGP/RGP	Prevention/ Other	Outreach Intervention	Permanent Housing	Transitional Housing	PATH
Cross Roads House, Inc. 600 Lafayette Road Portsmouth, NH 03801 (603) 436-2218		X	X							
New Generation, Inc. 568 Portsmouth Avenue PO Box 676 Greenland, NH 03840 (603) 436-4989				X						
Rockingham Community Action, Inc. 7 Junkins Avenue Portsmouth, NH 03801 (603) 431-2911					X	X	X			
Seacoast Task Force On Family Violence •A Safe Place 6 Greenleaf Woods Unit 101 Portsmouth, NH 03801 (603) 436-4619	X									
Seacoast Mental Health Center •Springbrook 1145 Sagamore Avenue Portsmouth, NH 03801 (603) 431-6703								X		X

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STRAFFORD COUNTY										
Community Partners (Formerly Behavioral Health & Developmental Services of Strafford County) •Tide View Estates •Rochester Family Housing 113 Crosby Road, Ste. 1 Dover, NH 03820 (603) 749-4015								X		X
My Friend's Place 368 Washington Street Dover, NH 03820 (603) 749-3017		X							X	
Strafford County Community Action Committee PO Box 160 Dover, NH 03821-0160 (603) 749-1334					X	X	X			
SULLIVAN COUNTY										
Friends of Veterans 222 Holiday Drive Ste. 5 White River Junction, VT 05001 (802) 296-8368						X				
Southwestern Community Services (including WES) PO Box 1338 Claremont, NH 03743 (603) 542-9528		X X	X		X	X	X		X	

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	Domestic Violence	Emergency Shelter	Transitional Shelter	Specialty Shelter	HSGP/RGP	Prevention/ Other	Outreach Intervention	Permanent Housing	Transitional Housing	PATH
Women's Supportive Services 11 School Street Claremont, NH 03743 (603) 543-0155	X									
Worcester County (MA) Veteran Hospice Homestead, Inc. 69 High Street Fitchburg, MA 01420 (978) 353-0234						X				